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2873 SW 39th Avenue  
Coral Gables, FL 33134  
January 28, 1993

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FCC - MAIL ROOM

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Federal Communications Commission  
1919 M Street, NW  
Washington, D.C. 20554

Gentlemen/Ladies:

I read in the Miami Herald that your agency is rewriting regulations for cable companies. As a long time cable subscriber, there is one issue that, in my opinion, causes the most problems in the Miami-Ft. Lauderdale area.

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

The cable companies here are little monopolies because only one company provides service in any given part of the county. Without competition, they really don't care about serving their customers. Dissatisfied customers have only one choice - put up with the company that serves your area or do without cable TV. When there are price increases, we just have to pay.

When I moved shortly after hurricane Andrew, I was nearly three months without service because the cable TV company I had at my old address considered me to be a new customer at my new address, and repeatedly put me off when I inquired about transferring my service. After numerous telephone calls, unfulfilled promises and using vacation time from my job to wait all day for technicians who never showed up for appointments, I really lost my temper, demanded to talk to top management and finally got some attention from the company. It took the serviceman less than 25 minutes to hook up my service. The company's regular employees lied to me and were very nasty to me. I would have called another company, except there was no other company serving my area.

I thought the days of monopolies went out with Teddy Roosevelt, but they are alive and well in the cable TV industry. Recent de-regulation policies are putting America out of work and ruining family and medium-sized businesses for the benefit of big business. I look forward to the "big stick" approach again and hope the new Administration will consider it. That is one reason I voted for President Clinton.

Sincerely yours,

*Albert A. Smith*

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FEDERAL COMMUNICATIONS COMMISSION  
FIELD OPERATIONS BUREAU  
Los Angeles Office  
18000 Studebaker Rd., Room 660  
Cerritos, California 90701

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February 1, 1993  
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MASS MEDIA BUREAU

Heritage Ranch Community Association  
800 West Community College Drive  
San Jacinto, California 92583

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VIDEO SERVICES  
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TO SPEED OUR REPLY

FEDERAL COMMUNICATIONS COMMISSION

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FEDERAL COMMUNICATIONS COMMISSION  
Community Association SECRETARY



November 30, 1992

This is notification of a change in the rate for all multiple dwelling unit accounts presently served by Inland Valley Cablevision. This new rate will be reflected in your January 1993 statement.

The multiple dwelling unit rate will be \$10.60 per Standard Package primary outlet per month, plus applicable franchise and copyright fee and County tax. Franchise fees are paid directly to the franchising authorities by Inland Valley Cablevision. Copyright fees are paid directly to the Copyright Royalty Tribunal as mandated by Congress. County tax is paid directly to the County of Riverside. Please notice that this increase reflects the same percentage of increase as our individual residential billings.

We will continue to bill for additional outlets, premium services and converters on an individual basis to your tenants.

Thank you for your continued business. **We value you highly as an Inland Valley Cablevision customer.**



**INLAND VALLEY  
CABLEVISION**

May 27, 1992

This is notification of a change in the rate for all multiple dwelling unit accounts presently served by Inland Valley Cablevision. This new rate will be reflected in your July 1992 statement.

The multiple dwelling unit rate will be \$9.55 per Standard Package primary outlet per month, plus applicable franchise and copyright fee and County tax. Franchise fees are paid directly to the franchising authorities by Inland Valley Cablevision. Copyright fees are paid directly to the Copyright Royalty Tribunal as mandated by Congress. County tax is paid directly to the County of Riverside. Please notice that this increase reflects the same percentage of increase as our individual residential billings.

We will continue to bill for additional outlets, premium services and converters on an individual basis to your tenants.

You may also notice an increase or decrease in the Copyright fee applied to your statement. This change is a reflection of our obligation to pay the Copyright Royalty Tribunal as mandated by Congress and requires adjustments periodically.

Thank you for your continued business. **We value you highly as an Inland Valley Cablevision customer.**